

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING SERVICES (Cont'd)**

**8.2.2 Descriptions**

**A. Anonymous Call Rejection**

This feature allows customers to automatically reject incoming calls when the call originates from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Rejection (ACR) is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring. The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by ACR regardless of the current state of the ACR customer's line (e.g., off hook or idle).

**B. Selective Call Block**

(T)

Selective Call Block enables the telephone subscriber to block the last incoming call or calls from a maximum of thirty-two (32) specified telephone numbers. To block specified telephone numbers, the subscriber can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company's equipment will screen incoming calls against the subscriber's list and block those on the list. If facilities are unavailable to provide incoming call screening via the subscriber's list, standard call completion will occur. To block unknown telephone numbers, a subscriber can dial a special code after an unwanted call and block that unknown number. Callers whose numbers are blocked are directed to a Telephone Company recorded announcement.

(T)

(C)

**C. Call Forwarding**

**Call Forwarding**

Call Forwarding provides an arrangement for forwarding incoming calls to another telephone number by dialing a code and the number of the service to which calls are to be forwarded.

**Call Forwarding Busy**

Provides an arrangement for transferring incoming calls to another telephone number when called telephone number is busy by dialing a code and the number of the service to which the calls are to be transferred.

**Call Forwarding Busy or No Answer**

Provides an arrangement for transferring incoming calls to another telephone number when called telephone number is busy or is not answered by dialing a code and the number of the service to which the calls are to be transferred.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING SERVICES (Cont'd)**

**8.2.2 Descriptions (Cont'd)**

**C. Call Forwarding (Cont'd)**

**Call Forwarding No Answer**

Call Forwarding No Answer provides an arrangement for transferring incoming calls to another telephone number when called number is not answered by dialing a code and the number of the service to which the calls are to be transferred.

**Selective Call Forwarding**

(T)

Selective Call Forwarding enables the telephone subscriber to forward incoming calls from a maximum of thirty-two (32) specified telephone numbers to another telephone number. The telephone subscriber can construct or modify the telephone number screening list by dialing a special activation code. All incoming calls are screened against the subscriber's list and forward only the calls from the telephone numbers included on the list. Calls forwarded by this feature are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

(T)

(C)

**Call Forwarding Remote Access**

(T)

Call Forwarding Remote Access provides an arrangement for transferring incoming calls to another telephone number at a distant location by dialing a code and the number of the service to which the calls are to be transferred. Any toll charges incurred will be billed to the originally called telephone number.

(T)

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING SERVICES (Cont'd)**

**8.2.2 Descriptions (Cont'd)**

**D. Call Return**

Call Return enables a customer to place a call to the telephone number associated with the most recent call terminating on the Call Return customer's line. The customer can dial a code to request that this feature place the call.

A call terminates on a Call Return customer's line when the call is answered, rings the line but is unanswered, receives a busy signal indicating the line is busy or is placed as a waiting call on the line's Call Waiting service.

The directory number of the most recent call termination is stored in the Call Return register until it is replaced by the directory number of the next call termination. If the Call Return feature is activated, the current number in the Call Return register is the one used to place the call.

There are two (2) Call Return options. Option number 1 will cause the system to attempt to place the return call immediately upon activation of the Call Return request. Option number 2 will announce the number of the last call termination to the Call Return customer and provide him with the option of canceling the Call Return request or placing the call.

If the called line is busy, a confirmation announcement informs the customer that Call Return is active and further informs him of how long the system will attempt to make the connection. When the called line becomes idle, the customer is notified, via a distinctive ring, that the Call Return feature is ready to place the call. When the customer picks up the telephone the call will automatically be placed.

This feature is not available on operator handled calls. In connection with Call Return, the Company will deliver all numbers subject to technical limitations, including telephone numbers associated with Non-Published Listing Service.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted to the Call Return register.

Other operating telephone companies have service offerings which permit several directory numbers to be directed to a single line or set of lines, which line or set of lines have a main directory number associated with it/them. In cases where a call is placed from a customer associated with one of these non-main directory numbers to a customer with the Call Return feature, the main directory number is the one which will be delivered to the Call Return register.

Call Return is available on a monthly basis or on a usage sensitive, per call basis.

(N)

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING SERVICES (Cont'd)**

**8.2.2 Descriptions (Cont'd)**

**H. Caller ID Services**

Caller ID allows the telephone subscriber to receive the calling party's directory number and/or directory name on incoming calls before answering. The Caller ID information will be delivered to the called party's Customer Premises Equipment (CPE) during the silent interval between the first and second ring of the called party's line.

Caller ID may not be available on all calls because of stipulations specified in Tariff Section 8.2.2.I., Caller ID Block. (T)

If the telephone subscriber received a call from a party that has activated Caller ID Block, these calls will be shown as "Private Caller" or some other similar notation. (T)

Rates and charges for Caller ID can be found in Section 16 and the Price List of this Tariff.

**I. Caller ID Block (T)**

This feature will allow the calling party to suppress a Directory Number (DN) such that the called party with Caller ID Delivery does not receive the information. The called party will receive a "private" message instead of the calling party's DN. (T)

Caller ID Block is provided to all subscribers on a per call basis at no charge. To activate this feature there must be a two (2) digit code dialed prior to placing a call. (T)

Caller ID Block on a per line basis is available; see Section 16 for rates. This feature blocks Caller ID Delivery on all calls without the necessity of dialing a code with each call. (T)

Law enforcement agencies, domestic violence intervention agencies, and certain other governmental agencies may be granted Caller ID Block on a per line basis without charge, if requested, on a case-by-case basis at the Company's discretion. (T)  
If the company and the agency cannot reach an agreement on such a request, the agency may submit the matter to the South Carolina Public Service Commission for a determination on the merits.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING SERVICES (Cont'd)**

**8.2.2 Descriptions (Cont'd)**

**J. Caller ID on Call Waiting**

The Caller ID on Call Waiting feature causes the identity of a calling party in a waiting call to be displayed on the called party's station, unless the identity of the calling party is private or unavailable for display. Caller ID on Call Waiting is available to subscribers who also subscribe to Caller ID with Number and Caller ID with Name and Number. Caller ID on Call Waiting subscribers must also be subscribed to Call Waiting; however, if the subscriber ends their subscription to the Caller ID on Call Waiting feature, their subscription to Call Waiting is not affected.

(N)

(N)

**K. Cancel Call Waiting**

This feature allows a customer with call waiting service to cancel the call waiting feature at any time on a per call basis.

(T) (M)

(M)

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING SERVICES (Cont'd)**

**8.2.2 Descriptions (Cont'd)**

- L.     Remote Call Forwarding (T)
- Remote Call Forwarding provides an arrangement for transferring incoming calls to a local predetermined number by dialing a code only. The local predetermined number is programmed by the telephone company in the switching equipment. (T)
- M.     Distinctive Ring (T)
- Distinctive Ring is an incoming call management feature which will allow the subscriber to define Directory Numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing pattern or a distinctive Call Waiting tone, if applicable. Terminating calls from telephone numbers which are not on the list, or which cannot be identified, will be given standard treatment.
- N.     Hot Line (T)
- Hot Line provides an arrangement for immediate routing to a predetermined telephone number by placing the telephone in an off-hook position. This feature requires no dialing and may be used to assist disabled telephone users.
- (D)
- (D)
- O.     Repeat Dialing
- Repeat Dialing is an ongoing call management feature which will enable the subscriber to have the system redial the last number called from his/her station. This will apply regardless of whether the original call was answered, unanswered, or encountered a busy tone. The system will monitor the calling and called lines and will attempt to connect the call for up to 30 minutes. The activation of this feature can be canceled by the customer when desired.
- Repeat Dialing is available on a monthly basis or on a usage sensitive, per call basis. (N)
- (N)

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING SERVICES (Cont'd)**

**8.2.2 Descriptions (Cont'd)**

**P. Selective Call Acceptance**

Selective Call Acceptance enables a telephone subscriber to define telephone numbers from which calls will be accepted. The subscriber can construct or modify a telephone number screening list by dialing a unique code. The Telephone Company's equipment will screen incoming calls against the subscriber's list and complete calls from numbers on the subscriber's list. Calls from all other numbers will be routed to a recorded announcement.

**Q. Speed Calling**

1. Speed Calling 8: Speed Calling allows the telephone subscriber to create a list of up to eight (8) frequently dialed numbers which the subscriber can call by dialing a one-digit code. (T)
2. Speed Calling 30: Speed Calling allows the telephone subscriber to create a list of up to thirty (30) frequently dialed numbers which the subscriber can call by dialing a two-digit code. (T)

**R. Three-Way Calling**

Three-Way Calling allows the telephone subscriber to add a third party to an existing telephone conversation. The subscriber can initiate three-way calling by flashing the hookswitch to place the original call on hold, dial the third party, and flash the hookswitch again to create a three-way call.

Three-Way Calling is available on a monthly basis or on a usage sensitive, per call basis. (N)  
(N)

**S. Three-Way Calling With Transfer**

Three-Way Calling With Transfer permits an existing call to be held, and by dialing, a second call can be established and added to the connection. Transfer allows originating caller to hang up and allow other two parties to continue talking. This service contemplates that normal transmission performance quality cannot be guaranteed on all calls. The subscriber can transfer any call to any other station except when the resulting connection would be between outgoing trunks. (C)  
(C)  
(C)

**T. Warm Line**

Warm line allows a predetermined telephone number to be automatically dialed from the subscriber's telephone line when that subscriber takes the telephone off the hook and does not dial any digits within a certain period of time. The time-out interval may be set at 1 to 28 seconds.

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.2 ADVANCED CALLING SERVICES (Cont'd)**

**8.2.2 Descriptions (Cont'd)**

**U. Account Code Plus**

The Account Code Plus Service is used to allow account code information to be included with the subscriber's bills and e-mail along with the usage data for timed calls. The account code is dialed by the subscriber when placing toll calls, non-toll calls or operator calls (user selectable to be any or all). The account code is verified against a predefined list of account codes that are valid for that subscriber. In addition, the service allows the timing of calls by account codes as well as the timing of calls to specific numbers. Calls to some numbers may also be blocked by NPA, NPA-NXX or a specific number. Subscribers to this service can receive periodic reports via e-mail. Call timing can be used to restrict the number of minutes of use by account code or called number, or can be configured to simply collect usage information and not to restrict access.

**V. Fixed Destination Call Forwarding**

The Fixed Destination Call Forwarding feature ("Call Forwarding Fixed") allows a single-party subscriber to have all incoming calls forwarded to another designated directory number as prearranged with the operating company. The feature eliminates the need for the subscriber to enter the forwarded-to directory number when activating fixed call forwarding; entering only the fixed call forwarding activation code automatically forwards all calls to the pre-determined directory number.

The Company sets up the forwarded-to directory at the time the Call Forwarding Fixed station option is assigned to the subscriber's station.

To activate Call Forwarding Fixed, the subscriber dials the activation code. When the subscriber hears a confirmation tone, fixed call forwarding is activated. To deactivate the feature, the subscriber dials the deactivation code. A confirmation tone indicates that the feature is deactivated. Activation and deactivation are allowed either from the subscriber's telephone or from a remote location.

When Call Forwarding Fixed is active, the subscriber can still originate calls. When a call is forwarded, a burst of ringing is applied to the subscriber's base station to indicate that calls to the station are being forwarded. Callers receive no indication that their calls are being forwarded.

(N)

(N)

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.2 ADVANCED CALLING SERVICES (Cont'd)

8.2.2 Descriptions (Cont'd)

W. Teen Line

The Teen Line feature enables a single station line to be assigned up to four Teen Line directory numbers. Calls to any one of the four Teen Lines will ring with a cadence unique to that particular Teen Line directory number. The Teen Line directory numbers have the same options as the primary directory number. Calls placed to a busy Teen Line directory number that has a Call Waiting option will cause a call waiting tone unique to that particular Teen Line directory number to be applied. Although calls can terminate to either the primary directory number or secondary teen number(s), they can originate only from the primary directory number. All billing is applied to the primary directory number.

X. Terminating Call Manager

Terminating Call Manager allows a subscriber to intercept, or screen calls that are delivered as "unknown" or "out of area". When the telemarketer calls a subscriber of the Terminating Call Manager service, the telemarketer receives a message stating that the Terminating Call Manager subscriber does not wish to receive calls from telemarketers. The caller will receive a prompt to dial an additional digit(s) or stay on the line if the caller is not a telemarketer.

8.2.3 Rates and Charges

Rates and Charges for Advanced Calling Services may be found in Section 16 of this Tariff.

(N)

(N)

(M)

(M)

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**MISCELLANEOUS SERVICE ARRANGEMENTS**

**8.3 TOLL RESTRICTION**

**8.3.1 General**

Toll Restriction services are available to subscribers that are served by a Central Office that has been equipped to provide these types of services. These services are also subject to the availability of facilities.

These services are available to individual residence and business main service.

**8.3.2 Definition of Services**

**A. Toll Restriction**

(T)

Toll Restriction permits users to dial within the local exchange only. All calls placed to toll operators or to the DDD Network from such stations will be blocked and the caller will receive a busy tone.

(T)

**Restricted Calling Codes**

OPRA (Operator assisted calls)  
IDDD (International DDD calls)  
TOLL (DDD calls)  
900,976,1-976  
TDAS (Toll Directory Assistance)  
900,976 Directory Assistance  
800 Service

**B. Toll Restriction With PIN**

This service provides subscribers with a means to control originating calls. The service has the ability to block or allow any combination of numbers on specific lists, international, casual dialed, operator, 1 + or local calls. It also provides a PIN override so that calls that would normally be blocked may be completed on a case by case basis. The service allows subscribers to change their PIN over the phone. By configuring the service, the subscriber can allow a few pre-defined numbers to be called.

(C)

(C)

**8.3.3 Rates and Charges**

Rates and Charges for Toll Restriction may be found in Section 16 of this tariff.

**MAXIMUM  
RATES AND CHARGES**

**16.7 ADVANCED CALLING SERVICES**

The following charges are assessed for the services listed in Section 8 of this tariff.

A.	<u>Advanced Calling Services - Monthly Rates</u>	Maximum	Maximum	(C)
		<u>Residence</u> <u>Monthly Rate</u>	<u>Business</u> <u>Monthly Rate</u>	
	Account Code Plus	\$25.00	\$25.00	(N)
	Anonymous Call Rejection	\$25.00	\$25.00	
	Selective Call Block	\$25.00	\$25.00	(T)
	Call Forwarding	\$25.00	\$25.00	
	Call Forwarding Busy	\$25.00	\$25.00	
	Call Forwarding Busy or No Answer	\$25.00	\$25.00	
	Call Forwarding No Answer	\$25.00	\$25.00	
	Fixed Destination Call Forwarding	\$25.00	\$25.00	(N)
	Selective Call Forwarding	\$25.00	\$25.00	(T)
	Call Forwarding Remote Access	\$25.00	\$25.00	(T)
	Call Return	\$25.00	\$25.00	
	Call Selector	\$25.00	\$25.00	
	Call Tracing	\$25.00	\$25.00	
	Call Waiting	\$25.00	\$50.00	
	Caller ID With Number	\$50.00	\$50.00	(T)
	Caller ID With Name and Number	\$25.00	\$25.00	(T)
	Caller ID on Call Waiting	\$25.00	\$25.00	(N)
	Caller ID Block	\$25.00	\$25.00	(T)
	Cancel Call Waiting	\$25.00	\$25.00	
	Remote Call Forwarding	\$25.00	\$25.00	(T)
	Distinctive Ring	\$25.00	\$25.00	
	Hot Line	\$25.00	\$25.00	
				(D)
	Repeat Dialing	\$25.00	\$25.00	
	Selective Call Acceptance	\$25.00	\$25.00	
	Speed Calling 8	\$25.00	\$25.00	(T)
	Speed Calling 30	\$25.00	\$25.00	(T)
	Teen Line	\$25.00	\$25.00	(N)
	Terminating Call Manager	\$25.00	\$25.00	(N)
	Three-Way Calling	\$25.00	\$25.00	
	Three-Way Calling with Transfer	\$25.00	\$25.00	
	Warm Line	\$25.00	\$25.00	

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**MAXIMUM  
RATES AND CHARGES**

**16.7    ADVANCED CALLING SERVICES (Cont'd)**

**B.    Advanced Calling Services - Usage Sensitive Rates**

	<u>Maximum Nonrecurring Charge Per Activation or Use</u>	
	<u>Residence</u>	<u>Business</u>
Call Return	\$2.00	\$2.00
Caller ID Block	N/C	N/C
Repeat Dialing	\$2.00	\$2.00
Three-Way Calling	\$2.00	\$2.00

(N)

(N)

**C.    Package Rates**

(T)

Advanced Calling Services stipulated in this tariff are available in the following packages:

	<u>Maximum Monthly Rate Per C.O. Line Equipped</u>	
	<u>Residence</u>	<u>Business</u>
Call Forwarding-All/Call Waiting	\$ 25.00	\$ 50.00
Call Forwarding-All/Speed Call 8/Call Waiting	\$ 25.00	\$ 50.00
Call Forwarding-All/Speed Call 30/Call Waiting	\$ 50.00	\$100.00
Call Forwarding-All/Speed Call 30/Call Waiting/Three-Way	\$ 50.00	\$100.00
Toll Restriction/Call Waiting	\$ 50.00	\$100.00

**D.    Service Connection Charges as described in Section 16 are applicable for all monthly rate  
Advanced Calling Services.**

(C)

(C)

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**MAXIMUM  
RATES AND CHARGES**

**16.8 TOLL RESTRICTION**

The following charges are for the Toll Restriction Service only and are in addition to applicable charges for telephone service.

	<u>Maximum Monthly Rate</u>	
A. Toll Restriction	\$50.00	(T)
B. Toll Restriction with PIN	\$50.00	

Nonrecurring charges are not applicable when these Toll Restriction Services are provided as part of the original order to establish business or residential individual line service.

When Toll Restriction Services are added or rearranged on an existing line, the Service Ordering and Central Office Line Connection Charges will apply unless waived during special promotions.

**16.9 RESERVED FOR FUTURE USE**

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**PRICE LIST**

**ADVANCED CALLING SERVICES**

The following charges are assessed for the services listed in Section 8 of this tariff.

A. <u>Advanced Calling Services - Monthly Rates</u>			(C)
	<u>Residence Monthly Rate</u>	<u>Business Monthly Rate</u>	
Account Code Plus	\$5.00	\$5.00	(N)
Anonymous Call Rejection	\$3.00	\$3.00	(R)
Selective Call Block	\$2.50	\$2.50	(T) (R)
Call Forwarding	\$2.00	\$2.00	(R)
Call Forwarding Busy	\$1.50	\$1.50	(R)
Call Forwarding Busy or No Answer	\$2.00	\$2.00	(R)
Call Forwarding No Answer	\$1.50	\$1.50	(R)
Fixed Destination Call Forwarding	\$3.00	\$3.00	(N)
Selective Call Forwarding	\$2.50	\$2.50	(T) (R)
Call Forwarding Remote Access	\$3.00	\$3.00	(T) (R)
Call Return	\$2.50	\$2.50	(R)
Call Selector	\$2.50	\$2.50	(R)
Call Tracing	\$4.00	\$4.00	(R)
Call Waiting	\$2.00	\$2.00	(R)
Caller ID With Number	\$4.00	\$4.00	(T) (R)
Caller ID With Name and Number	\$5.50	\$5.50	(T) (R)
Caller ID on Call Waiting	\$2.00	\$2.00	(N)
Caller ID Block	\$2.00	\$2.00	(T)
Cancel Call Waiting	\$1.00	\$1.00	
Remote Call Forwarding	\$2.00	\$2.00	(T) (R)
Distinctive Ring	\$2.75	\$2.75	
Hot Line	\$1.00	\$1.00	(R)
			(D)
Repeat Dialing	\$2.50	\$2.50	(R)
Selective Call Acceptance	\$2.25	\$2.25	(R)
Speed Calling 8	\$1.50	\$1.50	(T) (R)
Speed Calling 30	\$3.00	\$3.00	(T) (R)
Teen Line	\$3.00	\$3.00	(N)
Terminating Call Manager	\$3.00	\$3.00	(N)
Three-Way Calling	\$1.50	\$1.50	(R)
Three-Way Calling with Transfer	\$2.00	\$2.00	(R)
Warm Line	\$1.00	\$1.00	(R)

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**PRICE LIST**

**ADVANCED CALLING SERVICES (Cont'd)**

**B. Advanced Calling Services - Usage Sensitive Rates**

	<u>Nonrecurring Charge</u> <u>Per Activation or Use</u>	
	<u>Residence</u>	<u>Business</u>
Call Return	\$0.25	\$0.25
Caller ID Block	N/C	N/C
Repeat Dialing	\$0.25	\$0.25
Three-Way Calling	\$0.25	\$0.25

(N)

(N)

**C. Package Rates**

(T)

Advanced Calling Services stipulated in this tariff are available in the following packages:

	<u>Monthly Rate</u> <u>Per C.O. Line Equipped</u>	
	<u>Residence</u>	<u>Business</u>
Call Forwarding-All/Call Waiting	\$3.50	\$3.50
Call Forwarding-All/Speed Call 8/Call Waiting	\$4.00	\$4.00
Call Forwarding-All/Speed Call 30/Call Waiting	\$5.00	\$5.00
Call Forwarding-All/Speed Call 30/Call Waiting/Three-Way	\$6.00	\$6.00
Toll Restriction/Call Waiting	\$4.50	\$4.50

(R)

(R)

(R)

(R)

(R)

**D. Service Connection Charges as described in Section 16 are applicable for all monthly rate Advanced Calling Services.**

(C)

(C)

**Issued: September 18, 2009**

**Effective: September 21, 2009**

**PALMETTO TELEPHONE COMMUNICATIONS, LLC**

**Jason Dandridge, Chief Executive Officer**

**2471 Jefferies Highway, Walterboro, South Carolina 29488-1577**

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**PRICE LIST**

**TOLL RESTRICTION**

The following charges are for the Toll Restriction Service only and are in addition to applicable charges for telephone service.

	<u>Monthly Rate</u>	
A. Toll Restriction	\$2.50	(T)
B. Toll Restriction with PIN	\$5.50	

Nonrecurring charges are not applicable when these Toll Restriction Services are provided as part of the original order to establish business or residential individual line service.

When Toll Restriction Services are added or rearranged on an existing line, the Service Ordering and Central Office Line Connection Charges will apply unless waived during special promotions.

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